



Ensuring optimum performance and uptime from your computer hardware

Hardware Support



Industry Sectors

CCE delivers IT support services to customers across a wide range of industries. We develop specific expertise to respond to the specific needs of individual sectors.

Services include:

- Hardware Support
- Business Continuity
- Outsourcing & Managed Services
- Online Backup Services
- Out of Hours Service Desk
- Managed Voice & Data
- Systems Integration
- Managed Hosting

Credentials

- Over 30 years' IT support experience
- Fully qualified technicians
- Industry recognition
- Partner accreditations

Computer hardware is often noticed by your users only when something goes wrong. CCE can help you both minimise disruption when faults occur, and reduce the possibility of problems happening in the first place. Whether you want to ensure maximum availability or extend equipment lifetime for economic or environmental reasons, we can help.

We have experience of working with all major types of hardware – servers, desktop and laptop PCs, EPoS, peripherals and communications hardware from all leading manufacturers. Nationwide coverage, 24/7 response guarantee and online reporting ensure you are always covered and always kept informed. CCE can also provide permanent on-site maintenance engineers.

Contracted Maintenance Agreement

The traditional fixed contract approach – where each item is covered on an annual basis at an agreed service level for a fixed cost – goes one step further with our

guaranteed loan facility. If we cannot complete a repair within the specified time, we will install a replacement. The benefits of our Contracted Maintenance Agreement include:

- Guaranteed fix
- System restoration
- Reduced disruption
- Minimised downtime
- Immediate skilled advice at an annually agreed price

Managed Resource Maintenance

CCE Managed Resource Maintenance enables you to choose your hardware support by service level and expenditure. A fixed contract on critical equipment can be combined with pre-purchased vouchers covering PCs and peripherals on demand. If your equipment schedule is difficult to manage or you need support only on an irregular basis, this is the ideal scheme for you. The benefits of Managed Resource Maintenance include:

- No specific equipment schedules
- Highly cost effective (pay as you fix)
- Every eventuality covered
- Fully automated
- No administration

Find out more

To find out more about Hardware Support and our other services, please contact our sales team on **08707 708 700** or email sales@cce.co.uk

We will be pleased to discuss your requirements, welcome you on a tour of our facilities or provide you with more information.

 **08707 708700**

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